



THE CITY OF SAN DIEGO
REPORT TO THE CITY COUNCIL

DATE ISSUED: 1/6/2011 REPORT NO: 11-008
ATTENTION: Rules Committee
SUBJECT: Help Desk & Desktop Support

REQUESTED ACTION:

THIS IS AN INFORMATIONAL ITEM ONLY. NO ACTION IS REQUIRED ON THE PART OF THE COMMITTEE OR THE CITY COUNCIL.

BACKGROUND

The Purchasing and Contracting Department issued RFP #9530-09-A on September 8, 2009 on behalf of the Department of Information Technology. The RFP requested proposals to provide Help Desk and Desktop Support services to the City with the exception of the Police Department. The City Council approved Resolution R-2010-699 on April 12, 2010 authorizing the Mayor to award the Help Desk and Desktop Support Services Contract to En Pointe Technologies, Inc. Contract #4600000141 was executed on June 29, 2010 for the amount of \$1.23 million. The contract is for one year with two (2) two year renewal options that will not be executed unless approved by City Council.

SUMMARY

The contract with En Pointe Technologies was executed and the new Help Desk went live on August 1, 2010. The 3-month stabilization period was completed with no business impacts identified. The City is realizing an annual savings of \$1.1M through this new contract and we continue to find opportunities for further consolidation of services and cost reductions.

ACCOMPLISHMENTS

- Contract with En Pointe Technologies for Help Desk and Desktop Support Services was executed.
- An Operating Level Agreement was drafted to define the roles of the City, SDDPC, and En Pointe.
- Information for a Knowledge Database was gathered through meetings with departments. This is a reference used by the call center to speed problem resolution. It includes an application portfolio, solutions for common system problems, and scripts to follow for problem resolution.

- A Technology Service Catalog was created and posted on Citynet as a reference for both departments and the Help Desk. This catalog lists various technology questions and provides information on how to acquire technology services through various organizations including En Pointe, Department of IT, SDDPC, City Communications, OneSD, etc.
- Help Desk and Desktop Services were transitioned to En Pointe during July and the new Help Desk services went live on August 1, 2010.
- Completed 3-month stabilization period with no identified business impacts.
- An Emergency Help Desk Guide was drafted that documents the potential Help Desk and Desktop support requirements for the Emergency Operations Center (EOC), Alternate EOC, Mega Shelter (Qualcomm), and a Local Assistance Center (LAC).
- Status reviews were held with departments.
- A Lessons Learned document was created and maintained with action items to improve services.
- Business processes were adjusted based on departmental feedback and lessons learned.

DASHBOARD REPORT

En Pointe provides a series of detailed reports each month that is summarized in their Dashboard report (all statistics provided are from the most recent report). These reports track many elements such as number of incidents (1628), percentage of incidents resolved on the first call (89% of eligible calls, 50% total calls), the average speed to answer a Help Desk call (14 secs.), the average time to handle a Help Desk call (9 mins and 29 secs.), scores from the Quality Assurance performance reports (96%), Customer Satisfaction Survey scores for Help Desk (4.7 out of 5), Desktop Support (4.6 out of 5) and Overall Satisfaction(4.7 out of 5).

QUALITY ASSURANCE

Quality Assurance is a major component of the new Help Desk services and is accomplished through several review processes. En Pointe Help Desk supervisors review the technical performance of each Help Desk operator on a weekly basis. En Pointe also validates the etiquette of each Help Desk operator by reviewing a minimum of one call per week.

Department of IT staff selects 20 random Help Desk call audio files to review monthly. The calls are reviewed to validate that the calls have been entered correctly into the Help Desk system and they have been resolved or routed to the appropriate group. The results of the review process are discussed with the En Pointe team at the monthly onsite meeting in Gardena, Ca.

Each person who contacts the Help Desk is sent a survey when their ticket is closed. Survey results are reviewed by both En Pointe and the Department of IT and there is follow-up on any negative responses. Issues are escalated to the Department of IT Chief Information Officer, if necessary.

CONTINUOUS IMPROVEMENT PROCESS

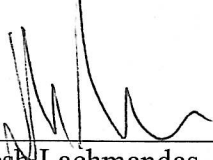
The Help Desk and Desktop Support Services will continue to be monitored throughout the life of the contract. In addition to monitoring the monthly reports and following the Quality Assurance plan above, the Department of IT will hold quarterly meetings with departments to

discuss issues and opportunities for process improvement. A few such improvements have already been identified and some process improvements have already been implemented.

NEXT STEPS

The Department of IT will seek City Council approval of a contract extension in early February 2011.

Respectfully submitted,



Naresht Lachmandas
Director and Chief Information Officer
Department of Information Technology



Wally Hill (Noël Gilchrist for Wally Hill)
Assistant Chief Operating Officer

the use of the word "and" in the title of the report. The word "and" is used in the title of the report to indicate that the report is a joint report of the two parties.

1. The title of the report is "Joint Report of the Two Parties."

2. The title of the report is "Joint Report of the Two Parties."

3. The title of the report is "Joint Report of the Two Parties."



4. The title of the report is "Joint Report of the Two Parties."



5. The title of the report is "Joint Report of the Two Parties."